

# City of Mt. Shasta Municipal Water Utility

## Automated Meter Read (AMR) Opt-Out Program



### POLICY

This Policy applies to any Mt. Shasta Municipal Water Utility Customer electing to Opt-Out of the city-wide Automatic Meter Read (AMR) system and choosing to have their respective water meter manually read on a semi-annual basis by City personnel at increased expense. Qualifying Customers electing to participate in the City's Opt-Out program will pay the monthly \$6 Opt-Out Service Fee in addition to their respective Water Utility's monthly water charge.

### COST

- **Prior to November 1, 2015**, there is no setup charge. Customers will incur a \$6 Monthly Manual Meter Read Service Charge. The Manual Service Charge covers the expense incurred by the Water Utility personnel to manually read the customer's meter compute and administrative staff time to manually calculate the bill.
- **November 1, 2015** in addition to the \$6 Monthly Manual Meter Read Service Charge, there is a one-time, initial setup charge per residence of \$100 to cover the cost of changing and reconfiguring the water meters and AMR system. This setup charge is only to opt out of the AMR system, and is due upon submittal of a completed Agreement.

The meter read fee will be collected with the property owner's agreement form after October 31<sup>st</sup>. The annual estimated cost includes estimates for vehicle and equipment use, the labor time to drive to your meter, the time to read and manually enter the reading into the hand held computer, and time to manually enter readings into the billing system.

The \$6 per month estimated manual read charge will be in place for approximately one year. Actual costs for manual meter reading will be tracked once the system is installed and the total number of opt out customers is determined. The charge may increase or decrease in the future based on actual costs.

Inclement weather and other circumstances beyond the City's control may prevent semi-annual manual meter readings. As part of an effort to maintain consistent billing for the benefit of the customer, the manual meter read charge will be charged monthly regardless of whether or not the meter is manually read. In such cases once a consumption based rate structure is in place, the usage charge can be adjusted based on an average of previous months or by using a citywide average usage.

In the future, sewer rates will likely be based on wet weather monthly water consumption. By participating in the Opt-Out Program, your sewer rates would be based on citywide averages.

## **ELIGIBILITY**

The Opt-Out Program applies to customers with a Residential Service Fee. The Opt-Out Program does not apply to Commercial and Industrial Users. The Residential Opt-Out Program only applies to the water utility property owner. All customers requesting to Opt-Out of the AMR System are required to fully complete the Water Utility's [Opt-Out Service Agreement Form](#).

## **TERM**

Customers electing to participate in the Opt-Out Program are responsible for all associated fees. Opt-Out fees are not refundable under any circumstance including when opting back into the AMR System. Any customer participating in the Opt-Out Program who subsequently elects to opt back into the AMR System will not incur any charges or fees to have the AMR equipment placed back in service. Additionally, the \$6 monthly manual meter read fee will stop. Customers may opt back into the AMR program by calling City Hall at 926-7510.

## **PROCEDURES**

Customers electing to participate in the Opt-Out Program are encouraged to call Utility Customer Service at 926-7510 to request the Opt-Out Form. Completed forms must be returned no later than October 30, 2015. The opt-out form must be fully completed and must include the property owner's signature verifying eligibility and a thorough understanding of the fees and obligations.